



STATE OF TENNESSEE
TENNESSEE STUDENT ASSISTANCE CORPORATION
SUITE 1510, PARKWAY TOWERS
404 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243-0820
(615)741-1346 • (800)342-1663 • FAX (615)253-3867
www.CollegePaysTN.com

POSITION VACANCIES

Telephone Counselor—Two Vacancies
Tennessee Student Assistance Corporation

The Tennessee Student Assistance Corporation (TSAC), a state agency located in downtown Nashville, Tennessee, seeks (2) Telephone Counselors.

TSAC administers a variety of need-based and merit awards, including the Tennessee Student Assistance Award Program (\$45 million/year) and the Tennessee Educational Lottery Scholarship (TELS) Program. The TELS program is expanding, and is expected to be a \$230 million/year program by 2007. Additional information about TSAC may be found at www.CollegePaysTN.com.

Reporting through the Call Center Supervisor, the Telephone Counselor is a member of the Division of Communication Services. The Telephone Counselors are responsible for the daily communications and operations of the TSAC call center including answering student, parent and administrator financial aid inquiries while communicating the agency's financial aid and financial preparedness message; along with other duties as prescribed. Special assignments and training will be provided to all employees in the TSAC Call Center.

The ideal candidate will have 2 or more years of progressively responsible professional experience. Associate or Bachelor degree highly desired; education may be substituted for experience at management's discretion. Essential characteristics include: attention to detail, customer service oriented, ability to work well under pressure, excellent written and oral communication skills, etc. Familiarity with Tennessee institutions desired, but not required.

The salary for this executive service position is in the twenties.

Applications are currently being accepted and will continue until position is filled. Please submit cover letter, resume and three references. While electronic submission is preferred (email to myrna.mansfield@state.tn.us) written submissions may be mailed to:

Myrna Mansfield
C/O Telephone Counselor Position
Tennessee Student Assistance Corporation
404 James Robertson Parkway, Suite 1510
Nashville, Tennessee 37243-0820

EOE/AA
April 12, 2007